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By: \_\_\_\_\_

Sara B. McPeak

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: **METHOD AND SYSTEM FOR  
ONLINE CALL MANAGEMENT**

Customer No.: 20350

Confirmation No. 7918

Examiner: Roland G. Foster

Technology Center/Art Unit: 2645

**AMENDMENT UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE EXAMINING  
GROUP 2645**

05/23/2005 SSESHE1 00000029 09660785

03 FC:1202

200.00 DA

04 FC:1201

200.00 DA

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Alexandria, VA 22313-1450

Sir:

Please enter the following amendments and remarks as a submission under 37 C.F.R. § 1.114 as part of a Request for Continued Examination (RCE). Claims 1-4, 6-14 and 16-25 are currently pending. Please add new claims 26-31 presented below.

In response to the Final Office Action mailed January 13, 2005, and the Advisory Action mailed April 19, 2005, please amend the above-identified application as follows:

**A Listing of Claims** begins on page 2 of this paper.

**Remarks/Arguments** begin on page 8 of this paper.

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